Your PETSVET
Animal Hospital and Mobile Service

October 18th, 2021

Ms. Victoria Whitmore, Executive Director (and Inspection Team)
Arizona State Veterinary Medical Examining Board
1740 West Adams Street, Suite 4600 Phoenix, AZ 85007

Via email: [redacted]

RE: 22-13 Letter, dated September 23rd, 2021

This letter is in response to the allegations listed in the referenced AZ SVMEB letter.

The letter mentions "repeat violations". I am unaware of any prior premise-related violation under my license.

As to the detailed items listed on your letter:

1. R3-11-502(D) Expired Supplies: In our previous response, we attached a letter from our herb vendor, Jing Tang, which proves that most of the items listed in your investigation report on August 27th, 2021, are indeed not expired. (See attached, for convenience.) In addition, we have redoubled our efforts to inspect all herbs, medications and supplies to ensure the proper accounting for and disposal of all expired items on a regular and monthly basis.
2. R3-11-502(J) Expired Rx Items: There are currently no expired Rx items or supplies on the premises.
3. R3-11-805(B) Prescription-only items accessible to the public: We have installed locked drawers in all exam rooms and all prescription items are secured except when in use by authorized personnel.

We are unclear as to where your allegation of "at least 240 tablets of unaccounted for/missing Phenobarbitol 60mg tablets" came from, as our records do not indicate that to be the case. Please provide us with your data source so we can verify.

If I can be of further assistance, please do not hesitate to contact me.

Sincerely,

Lorna L. Lanman DVM, CVA

Lorna L. Lanman, DVM, CVA
Medical Director
WVP-PetsVet Animal Hospital

15808 N El Mirage Rd, Surprise, AZ 85378
Phone: 623.910.3242 ◆ Fax: 623.974.4775
www.PetsVet.net

DOUGLAS A. DUCEY
- GOVERNOR -

VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., STE. 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039
VETBOARD.AZ.GOV

INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-13
Complainant(s): Arizona State Veterinary Medical Examining Board
Respondent(s): Lorna Lanman, D.V.M. (License: 3480)

SUMMARY:
Complaint Received at Board Office: 8/14/21
Board Discussion: 11/2/21

APPLICABLE STATUTES AND RULES:
Laws as Amended August 2018 (Lime Green); Rules as Revised September 2013 (Yellow).

On August 13, 2021, the Board office received information anonymously that an unlicensed staff member at Respondent's premises was performing surgery on publicly owned animals. An investigation was opened and a Letter of Inquiry was sent to Respondent.

On August 27, 2021, Board staff conducted an unannounced premises inspection. Multiple potential premises violations were identified; some were repeated potential violations from previous premises inspections. Premises staff was interviewed at that time.

On September 15, 2021, after reviewing the premises inspections conducted at Respondent's premises, the Board voted to include the repeated premises issues to open investigation, 22-13, In Re: Lorna Lanman, DVM.

PROPOSED 'FINDINGS of FACT':

1. On August 13, 2021, the Board office received information anonymously that Respondent employs an unlicensed staff member that performs surgery on publicly owned animals. Other concerns were alleged with respect to premises issues by the anonymous caller.

2. On August 25, 2021, an investigation was opened and a Letter of Inquiry was sent to Respondent regarding the allegation of an unlicensed practitioner performing surgery at her premises.

3. On August 27, 2021, Board staff conducted an unannounced premises inspection. Multiple potential premises violations were identified. Some were repeated potential violations from previous premises inspections. During the premises inspection, Board staff interviewed premises staff regarding allegations reported by the anonymous caller.

a. Two technical staff members reluctantly admitted that a staff member they call "doctor", Armando Felix, performs surgery, including spays and neuters on dogs and cats. Reportedly, Respondent is always close by.
b. They explained that, to their knowledge, Mr. Felix graduated from a university in Mexico and began working at Respondent's premises approximately 1 ½ years ago. These two technical staff members have been working at Respondent's premises for approximately 8 – 10 months.
c. One veterinary staff member stated that to his knowledge Mr. Felix was allowed to perform surgery as an intern. It was reported that Mr. Felix would start a surgery or close surgical sites. Mr. Felix would also repair lacerations.

4. Mr. Felix was interviewed and denied performing surgeries at any point. He stated that he was a veterinary student at Universidad de Valle de Mexico (UVM) and was in the process of getting his certificate.

5. Other concerns that were discussed during interviews were wine being drank at the premises. It was reported by premises staff that on rare occasions, clients would bring a bottle of wine as a gift to Respondent. If wine was drunk at the premises, it was done after hours when the premises was closed; no underage staff drink wine.

6. There were concerns with controlled drugs not being kept locked during business hours. At times, individuals not employed at the premises would be in the treatment area where the controlled substances were located and not locked up.

7. On September 1, 2021, Respondent responded in writing to the allegation and relayed that unlicensed staff are not performing surgeries. Respondent was not present at the premises inspection that was conducted on August 27, 2021.

8. On September 4, 2021, Respondent's Operations Manager, Ms. Jennings, responded to the August 27, 2021 premises inspection potential violations. She reported they have addressed all

the concerns identified during the inspection.

9. On September 15, 2021, after reviewing Respondent's last three premises inspections, the Board voted to include the repeated premises violations to the current open investigation.

10. On September 23, 2021, a new Letter of Inquiry was sent to Respondent regarding the repeated potential violations found at the premises inspection. Those included the following:

a. R3-11-502(D) Expired Supplies;
b. R3-11-502(J) (2)Expired Rx items; and
c. R3-11-805(B) Prescription only items accessible to the public.

11. Respondent was also advised that it was noted that there were at least 240 tablets of unaccounted for/missing Phenobarbital 60mg tablets.

12. An investigation was also opened regarding Armando Felix, possible unlicensed practitioner.

13. On October 18, 2021, Respondent responded to the new Letter of Inquiry with respect to the repeated premises issues. She stated that the issues have been corrected; with respect to herbs, they were not expired, the date on the product is a "best if used by" date. No expired prescription items were currently on the premises and they have installed locked drawers in all exam rooms. All prescription items are secured expect when in use by authorized personnel.

14. Respondent further stated in her response that their records for Phenobarbital 60mg do not indicate any are missing. Respondent did not provide proof or copies of the logs to substantiate that there are no errors or unaccounted for Phenobarbital.

15. Case C-22-04, In Re: Armando Felix, unlicensed practitioner; Mr. Felix responded to allegations of performing surgery without a license at Respondent's premises. He explained that he was a veterinary student at Universidad de Valle de Mexico (UVM) in 2019. Mr. Felix was required to complete a traineeship or internship in order to obtain his degree. He applied to PetsVet for the internship, which Respondent accepted. All veterinary services he performed were under the direct supervision of Respondent.

16. Mr. Felix states his is not currently performing surgeries. However, in early 2020 he performed routine spays and neuters after his supervised internship began at PetsVet Animal Hospital. All pets were examined by him and/or Respondent. Mr. Felix claims that the pets he operated on were rescue pets and not privately owned.

17. Universidad de Valle de Mexico (UVM) is not an accredited university of veterinary medicine.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any

other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division